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ABSTRACT

This book attempts to provide cultural information that will enable an American to communicate effectively with French-speaking people of Europe. The book discusses differences between American and French culture in such areas as food, laws, customs, religion, language, dress, and basic attitudes. Background information is given on France, Belgium, Switzerland, and Luxembourg and on the characteristics of their people. Short cultural notes on such topics as shopping and the postal system are followed by "survival phrases" and a translation of common signs, clothing sizes, and weights and measures. A brief bibliography completes the volume. (CFM)

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Building Bridges of Understanding with the

French-Speaking People in Europe

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A Brigham Young University LANGUAGE & INTERCULTURAL RESEARCH CENTER Communication Learning Aid

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The editors have tried to present the characteristics of these people in an objective manner, without undue bias or emphasis. Where we have failed, we apologize for the erroneous impressions that may result and request that comments and corrections be sent to the Language & Intercultural Research Center, 240 B-34, BYU, Provo, Utah, 84602.

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We appreciate and acknowledge the comments and contributions of various individuals and organizations in the preparation of this publication.

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Introduction

The purpose of this Communication Learning Aid is to help you to be more effective in understanding and communicating with people of other cultures.

It has been said that in some ways you are like all other people, like some other people, and like no other person. Like you, for example, most French-speaking people would feel sad at a funeral, be amused at a good joke, and become irritated if bothered while trying to sleep. Love, anger, and fear are found to some degree in all humans. Desires to be accepted and to have peace of mind are also universal. However, different people possess different attitudes and values, and have distinct patterns of behavior.

This Learning Aid can help you to communicate better with people who are like you in some ways and not like you in other ways. These ways are not necessarily right or wrong, better or worse; they may just be different, unfamiliar, and perhaps even offensive. This publication discusses some differences in such things as food, laws, customs, religion, language, dress, and basic attitudes which will be encountered in the French-speaking countries of Europe.

People perceive their relationships to those around them by thousands of subtle signs. Something as simple as knowing when and where to walk or sit is a "cultural cue." The loss of familiar cues when entering a new environment may produce strain and frustration. This cultural disorientation is commonly called "culture shock." As one learns to communicate, judiciously using the new cultural cues, the severity and amount of frustration and disorientation are reduced.

This Learning Aid will provide tools to help you develop skills which, if successfully applied, will help you to communicate with the French-speaking people of Europe more effectively and make your association with them pleasant and meaningful.

This publication has a basic emphasis of preparing you for actual experience interacting and communicating with the French-speaking people of Europe in their environment and cultures. Of course, you will enjoy and learn much from this Aid even if your opportunity for a first hand experience is limited. Learning about another country may be by *study*, *instruction*, or *experience*.

French: Where it is spoken?

(SEE FOLLOWING PAGE FOR EXPLANATION)

Official or Co-official		Unofficial
*Algeria	*Ivory Coast	Andorra
Belgium	Luxembourg	Brazil
Burundi	*Madagascar	Dominican Republic
*Cameroon, East	*Mali	Laos
Canada	*Mauritania	Lebanon
*Central Africa	Monaco	Morocco
*Chad	*Niger	Syria
*Comoros	Rwanda	Tunisia
*Congo	*Senegal	Vietnam
*Dahomey (Benin)	Switzerland	
*France	*Togo	
*Gabon	*Upper Volta	
Guinea	*Zaire (formerly	
Haiti	the Belgian Congo)	

French is the official language of about 100 million people in France, part of Belgium, Luxembourg, and Switzerland, and the countries and colonies which were part of the French and Belgian colonial empires, as well as in Haiti and the Province of Quebec, Canada, in the Western Hemisphere. In addition, millions speak French as a cultural tongue and in trade and diplomacy throughout the world.

French ranks eighth among world languages in the number of speakers. But it is second only to the English language in its breadth of distribution throughout the world.

The accompanying map shows the worldwide distribution of French speakers. In many of these countries, particularly those which consider French an "unofficial" language, a sizeable portion of the population actually speaks another native tongue.

*Most of the French spoken in the world is found in countries which now are or were at one time part of the French Colonial Empire. Of the 27 countries which claim French as an official or co-offical language, 18 are or were formerly part of the empire. Today these countries are bound together by economic and military agreements similar to the British Commonwealth of nations.

French dependencies in the Americas include: French Guiana, Guadeloupe Island, Martinique Island, and Saint Pierre and Miquelon Island.

French dependencies in the Pacific include: French Polynesia (including Tahiti), New Caledonia Island, New Hebrides Islands, Wallis Island, and Futuna Island.

Other French dependencies are the Afars, Issas,and Reunion Islands near Africa and the French Southern and Antarctic Territories.

French-speaking people in Europe

A large portion of Western Europeans speak French. It is the first language of 53 million Frenchmen, and is the native tongue of a sizeable portion of the population in Belgium, Luxembourg, and Switzerland. Although these nations share common historical ties, each is unique in its own way and has made distinct contributions to the world community. Much of what will be said about them will also apply to people of other countries who are of French origin.

Before discussing the characteristics which are shared by these three French-speaking lands, some details about what is distinct or unique to each may be helpful. It will be noted, however, that even these patterns of living overlap considerably.

France

The Land

The people of France live in the largest country in Western Europe. With 211,208 square miles (547,026 km.), France is slightly smaller than the state of Texas.

The neighbors of the French are the people of Belgium, Luxembourg, and the Federal Republic of Germany on the north; Switzerland and Italy on the east; and Monaco, Spain, and Andorra on the south.

The topography of France ranges from the Pyrenees Mountains in the south and the Alps and Jura Mountains in the southeast, to lowlands in the west and north. Over 3,000 miles of canals link five national river systems so that freight can be moved from the English Channel to the Mediterranean and across France.

France lies further north than Quebec, but its climate is tempered by the Gulf Stream. The dry Mediterranean coast has hot summers and mild winters. The weather is comparable to that of Florida and southern California. Average temperatures in Brittany and the Paris area range from mid-40s to mid-70s (F). As in Britain, rain, fog, and gray skies are common.

The mountainous regions in the southwest and southeast have cold winters, often with heavy snowstorms. The central and eastern uplands are moist and seasons are distinct.

Central heating is not universal. In the winter thermostats are set low. Air conditioning is rarely used in the summer, even in Paris.

History

In the caves of the Vezere valley were found the tools, ornaments, and bones of primitive hunters and their families who lived in the limestone caves of that region.

Conquering Celtic invaders brought a degree of order among the migrant agricultural inhabitants. They gave the area the name, "Gaul." Ancient Gaul occupied all the territory now included in France and extended eastward a little beyond the modern French border.

Julius Caesar led Roman armies in the conquest of Gaul in 51 B.C. The Celtic people adopted Roman customs and a Latin tongue took root. The country prospered under Roman rule until the fourth century A.D. when Gaul fell prey to barbarian invaders.

After making an alliance with the Roman Catholic Church, Clovis, a tribal leader, extended Frankish rule and Christianity in the fifth century and founded the first great dynasty. For many centuries the people were temporarily united under such rulers as Charles Martel, who prevented a conquest of Europe by the Moors in 732; and his grandson, Charlemagne, who ruled in the eighth century.

From about 1000-1300 A.D., the Capetians dynasty wore down the feudal forces in France. They created the beginnings of a central administrative system.

In the Hundred Years War with England (1337-1453), France was devastated and her people starved and were butchered. At the Battle of Orleans, Joan of Arc inspired the French army to rout the English, leading to ultimate French victory.

In the 1500s the French kings of the Valois dynasty brought the country's rebellious nobles under control and curbed the church's influence in civil affairs. They established France as a European power. Later in the century, there were three decades of destructive civil wars over religion, ended

finally by the compromising popular Bourbon Prince Henry of Navarre.

In the 1600s, Cardinal Richelieu guided France through the Thirty Years War (1618-1648), increasing the power of France within Europe and extending her colonial empire. They put down internal revolt and continued the colonial empire. The Sun King, Louis XIV, made France the greatest of Europe's powers, but he also created serious economic burdens for his people.

In 1789, the French Revolution overturned the monarchial and aristocratic social and political structure of France. After a brief series of experiments with republican governments, General Napoleon Bonaparte seized total power and in 1804 crowned himself emperor of France.

Under the brilliant leadership of Napoleon I, France enjoyed the greatest military power she had known and the control of much of Europe. But France's glorious military days ended with the final defeat of Napoleon at Waterloo in 1815.

Monarchy was restored briefly, but gave way to the Second Republic and then to the [illegible]e of Emperor Napoleon III. The Third Republic was born following the Franco-Prussian War of 1870. Increasingly industrialized, this Third Republic had a conservative and parliamentary government. It expanded the school system, extended its empire in Africa and Asia, and made an ally of Russia and Britain.

World War I dealt a blow to French life and French morale, which left the country in a weakened condition. Twenty years later, World War II brought humiliating defeat, four years of German occupation, and widespread destruction of life and property.

The first post-war government achieved significant economic recovery, but collapsed from derisive colonial problems. The current government, known as the Fifth Republic, was begun in 1958, led by the World War II hero, Charles de Gaulle.

Following De Gaulle's resignation in 1969, Georges Pompedou was elected president. Valery Giscard D'Estaing took office in 1974.

Government

The president is elected to serve a seven-year term. He has power to appoint the premier, preside over the cabinet, command the armed forces, and dissolve the National Assembly. Under certain conditions, he can assume full powers over the nation.

France's parliament is made up of a directly elected National Assembly and an indirectly chosen Senate.

Although France granted independence to most of its former colonies, many of these new nations continued as members of the French Community, which establishes economic and military links. France also maintains control over a few territories of its former colonial empire.

The people

Despite the wars Europe has known, or perhaps because of them, European countries contain a mixture of races among their people, and France is no exception. There is evidence of English influence in Normandy, German influence in Alsace-Lorraine, Roman influence in Provence, and Celtic influence in Bretagne, and now "Americanism" is beginning to spread throughout France. There are many immigrants from North Africa and other European nations. To an extent there is still some division between the North (Germanic) and the South (Latin) in dialects and culture.

France ranks fourth in size of population in Europe, after the Federal Republic of Germany, Britain, and Italy. About two-thirds of the 53 million French are urban residents, although Paris is the only city with over a million people.

Strong class distinctions still prevail. Status is determined by occupation and educational level, as well as family or national background. Intellectual accomplishment is honored and admired.

Language

For centuries French has been the international language of Europe, the Near East, and North Africa. It has been the tongue of diplomacy and the symbol of culture and refinement. Ben Shohn still thought it was necessary to say in an editorial on the education of an artist, "Know at least two languages besides your own, but any way, know French." (American Artist, May 1971).

In recent decades, however, other languages, especially English, have be-

come more prominent. But the Franch have not forgotten the once uncontested predominance of their language on the international scene. They are proud of their "belle langue" and do not like to hear it spoken incorrectly.

France is one of the few nations in the world where a visitor's poor attempts at speaking the language are not appreciated. Anyone who takes the trouble to learn French well will have a tremendous advantage over those who do not. Unless one speaks French well, an interpreter is recommended for business situations.

Religion

Religion has played a very important role in French history. Under the old monarchy there was a close association between the Catholic Church and the government. But since the Great Revolution, French government and culture have become increasingly secularized.

Today, there is no state religion and religion is no longer the major force in society, but the majority of the people (85 percent) are baptized Roman Catholic. About 20 percent of the people are Protestant; less than 1 percent are Jewish.

Economy

Until the late 1800s, France based her economy on agriculture and a few luxury items (such as perfumes). Once the Industrial Revolution reached France, the nation made great strides in manufacturing, particularly in the north near the borders of the Netherlands. However, it was this area that received the greatest damage during the world wars. So the gains France is making today are due to recent achievements, particularly in the automobile and aircraft industries.

With the fourth largest economy of the non-Communist countries, industry accounts for 48 percent of the output. Twenty percent of the population labors in agriculture to produce wine, wheat, oats, barley, hemp, and sugar beets.

France is the fourth largest trading nation in the world, with three-quarters of its exports and two-thirds of its imports being manufactured goods. Because of the fame of France as a cultural center of the world, tourism is also important to the French economy.

The government dominates many industries and exerts its influence through a national economic plan, antitrust regulations, and price controls.

Money matters

The unit of currency is the Franch franc (FF). There are 100 centimes in one franc. The approximate value is: U.S. $1=FF5.

There are no hard and fast rules about tipping. Porters have an official scale of charges. Taxi drivers get 10-15 percent of the meter fare. Hotel staffs also expect a tip (FF1-2) for service. If a tip is not included with the restaurant bill, tip 15 percent. Cloak room and washroom attendants, ushers, hairdressers, and guides also receive a small tip.

Education

By tradition France encourages academic intellectual activities, and the intellectual is highly regarded in French society.

Schooling is compulsory in France from ages six to eighteen. Tuition is free at all levels, including universities, but books and supplies must be bought by students.

The education system is comprised of *La Primaire* (elementary school) from ages 6 to 11; *College d'Enseignement Secondaire* (known as C.E.S.) for ages 12 to 14; and *Lycee*, grades 2 and 1, and *terminale*. The *terminale* exam, known as the *Bacoalaureate*, is a national test which covers all general areas of study. The test is extremely difficult, and nearly 50% of the students fail and must return for one more year of schooling.

During the years in grades 2 and 1, the students specialize in preparation for college, where they receive intensive training in their field of study with little general education. Currently this system is under attack by the French students, many of whom would prefer a more generalized education in the universities. There are over 23 universities in France, including the internationally renowned Sorbonne (the faculty of letters and human sciences of the University of Paris).

Transportation

There are more cars per capita in France than in any other European country. But since cars are expensive to own and to operate, the French have developed an extremely efficient railroad network around France, with twice as many miles of track per 1,000 square miles of area as the United States. Rivers are still the most economical for transporting the most important minerals of France, sand and gravel.

Paris itself has developed a system of mass-transit with well-organized bus and subway systems. There are three airports serving Paris: Le Bourget, Charles de Gaulle, and Orly. Most international airlines have direct service to Paris.

Communication

Telephone, postal, and telegraph services are all state-controlled and referred to as PTT. Private phones are difficult to obtain. There are some public phone booths in cafes, restaurants, hotels, and post offices, but they are not common elsewhere. Sometimes there is a dial system, and sometimes not. Dial carefully and slowly.

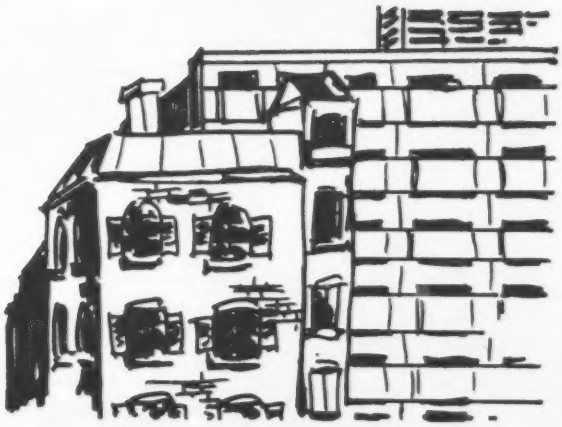
From the post office the "pneumatic" will get messages to Paris in less than three hours. The telegram and cable system is fully automated and there is a one-minute minimum charge. PTT is establishing a public telex service at local post offices.

Mail to the United States takes two or three days by air; surface mail takes about a month. There is an urgent air mail post office for provinces and overseas. Stamps may be purchased at a post office, a hotel, or at a tobacconist's. Parcels are subject to French customs inspection in order to assess duties.

The three television channels broadcast from 9:30 a.m. to midnight on Sundays. During the week they start at 12:30 p.m., are off for much of the afternoon, then resume in the evening. Radio reception is usually excellent. Shortwave radio makes available a wide range of European music.

Housing

New apartment buildings have made it easier to find apartments in Paris, but they are expensive. Rents drop considerably outside Paris. Rental rates rarely include utilities and seldom include heat. There may also be extra charges for trash removal, night watchmen, etc.



French families live in smaller floor space than Americans usually do. Basements, laundry rooms, and even closets often do not exist. The water heater (gas or electric) is likely to be found in the kitchen or bathroom.

The cost of electricity is high and some older French apartments are wired for only a maximum of 600-1200 watts, so one may have to unplug a refrigerator in order to iron, for example. The electric current is stronger near the meter and gets weaker in farther rooms. Adapter plugs are needed if American appliances are used.

Health and Medicine

State hospitals are generally below U.S. standards. Private clinics are mostly for surgery and are similar to small U.S. hospitals.

Paris has many skilled doctors, surgeons, oculists, and other specialists. There are American-trained dentists, but their fees are high.

Water in Paris is safe, but many drink bottled water. One should be careful of water in outlying towns and villages where rural sanitation is less developed. In general public sanitation is adequate, but one should be careful about raw, unpeeled fruits and vegetables. Digestive disorders are quite common for visitors, partly due to poor sanitation and partly because French food is elaborate and rich.

Recreation

The most popular spectator sport in northern France is "football," known as soccer in the United States. Rugby enjoys equal popularity in southern France. From the time they can walk, young boys are taught how to control a soccer ball and will be seen practicing kicking the ball to one another during their free time.

Basketball and tennis are growing in popularity. The elderly especially enjoy the ancient game of *boules*, in which heavy metal balls are thrown to land as close as possible to a

small, red ball, known as a *cochonnet*, or little pig. Skiing and boating are favorite vacation pasttimes.

The French love the countryside and will usually take every opportunity available to leave the city for a *sejour* (stay) in the country. Some are fortunate enough to have weekend cottages. Others spend their vacations (usually three to four weeks during the month of August) in the Alps or at the beach.

The arts

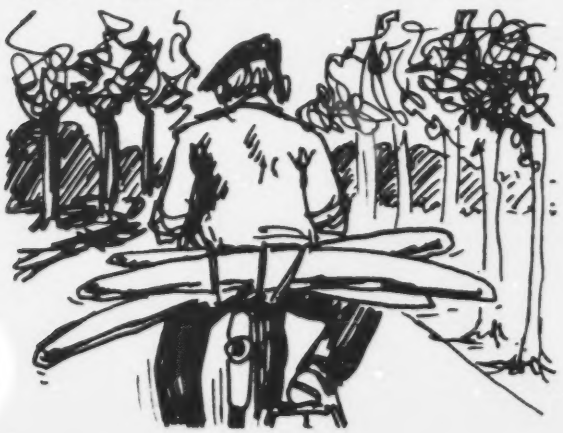
France, particularly Paris, has been called the cultural capital of the western world. Painting, sculpture, music, architecture, and literature have flourished for many centuries. Artists and writers still come to France from all over the world to study and work and to absorb this rich cultural heritage.

In addition to the fine arts, crafts, such as the making of tapestries and decorative furniture, have played an important role in the French cultural life.

Museums and libraries in all major urban centers make the treasures of art and literature available to the public. Paris is the home of the internationally famous Louvre museum and the Bibliotheque Nationale, one of the great libraries of the world.

Food

All the French people get pleasure from food. French cooking is famous all over the world. Every dish, whether served in a restaurant or in a private home, is carefully prepared to appeal to the sight as well as to the taste.



There are thousands of regional food specialities, such as the thick fish soup (*bouillabaisse*) of the Mediterranean, or the snails (*escargots*) of Burgundy. Hundreds of different sauces add flavor and variety to meat dishes.

The French enjoy tasty stews, omlettes and other egg dishes and many kinds of ham and sausage. And no meal is complete without lots of fresh bread.

French pastries are often works of art. But fresh fruits are the most popular dessert.

Holidays

All public offices are closed on holidays. Most of France takes its annual holiday during August. Entire factories, shops, and offices are shut down at that time. Visitors will have difficulty doing business or making appointments during that month.

Official holidays include New Year's Day, Easter Sunday, Easter Monday, French Labor Day (May 1), Ascension Day (10 days before the Pentecost), Pentecost (50 days after Easter), Pentecost Monday, French National Day (July 14), Assumption Day (August 15), All Saint s Day (November 1), French Veteran's Day (November 11), and Christmas.

Belgium

The Land

Because of its location between France and Germany, Belgium is a true crossroads of Europe. The great trade routes which meet on Belgium soil were used also as invasion routes by foreign armies and involved the Belgium people in the battle between their more powerful neighbors. Today Belgium's location gives the Belgians strategic economic influence in Europe.

Belgium is only slightly larger than Maryland, and about one-fourth the size of Pennsylvania. Modern Belgium is bounded on the north by the North Sea and the Netherlands, on the east by the Federal Republic of Germany and Luxembourg, and on the south and west by France.

Belgium is generally flat with increasingly hilly terrain in the southeast. The climate is mild and damp. Fog and rain are common, but there is little snow in winter. In Brussels mean temperatures range from 65° F in July to 37° F in January.

History

The *Belgae* were a Celtic people who settled much of what is now Belgium and Holland in the sixth century B.C. Caesar described them as the most courageous tribe he encountered when his legions conquered Gaul in about 51 B.C.

For 400 years the Belgian area flourished as a province of Rome. During the last part of this period, the Franks, a Germanic people, settled the area, primarily in the north (Flanders). There they adopted the Dutch language of that region. In the south, French continued as the predominant language. By the fifth century the language frontier that exists to the present day was firmly established.

The Franks took over the rule of that territory with the fall of Rome. Belgium came under the rule of the Dukes of Burgundy in the 14th century, and through marriage passed into the possession of the Hapsburgs. Belgium was later occupied by the Spanish and Austrians. During the French Revolution, Belgium was annexed by France. It was made a part of Holland in 1815.

When the Belgians revolted in 1830, the great powers of Europe guaranteed Belgium's independence and neutrality. A constitutional monarchy was established and Belgium's present constitution went into effect.

Despite a policy of neutrality, Belgium was occupied by the Germans in 1914 and 1940.

King Baudouin became Belgium's fifth king in 1951. Belgium gave up its colonial empire, granting independence to the Congo (now Zaire) in 1960.

Belgium's leaders have worked hard in recent decades to achieve economic unity and peace in Western Europe. Belgium's capital, Brussels, has become headquarters of Europe's two most powerful organizations, the Common Market and NATO.

Government

Belgium is a parliamentary democracy under a constitutional monarch. The king is a figurehead, and the Council of Ministers (cabinet) is responsible for governmental decisions. The Council of Ministers is led by the Prime Minister. Elections are held at least every four years by universal suffrage with obligatory voting and a form of proportional representation.

The bicameral Parliament consists of a Senate and a Chamber of Representatives. Belgium is divided into nine autonomous provinces. Executive power in each is exercised by a governor appointed by the king.

Because of the conflicting regional and language-group interests, the people of Belgium divide their votes among six or more political parties. As a result, coalition governments have had to join together to run Belgium's government in the past two decades.

The people

Most of the 10 million people live in urban centers. Principal cities are Brussels, Antwerp, Chent, and Liege. The population den-

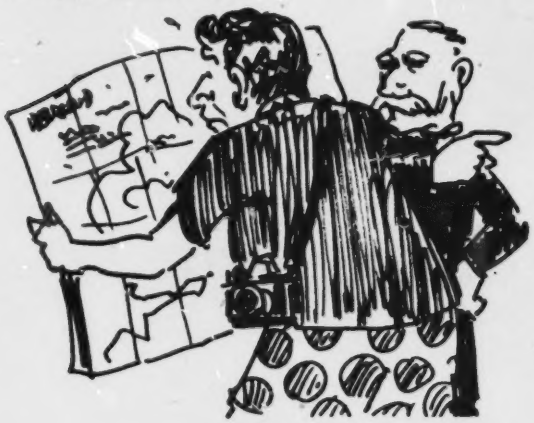
sity is the second highest in Europe, after the Netherlands.

French- and Flemish-speaking Belgians differ in their personalities and attitudes. Flemings have been characterized as "loyal, stubborn, suspicious, reticent, and inarticulate except with a paintbrush." In the Flemish provinces, big families work together on family farms.

The French-speaking Walloons include many of Belgium's professional people. They have been characterized as "proud, intelligent, witty, frivolous, and garrulous."

Both groups have a resentment of strong government. They oppose official interference with their independence.

Modern Belgians, no matter what language they speak, are typical of Western Europeans. Both the urban citizens and farmers follow long-established customs while applying modern techniques. They work hard to achieve comfort and prosperity and work equally hard at enjoying their fun.



Language

Belgium is a land of two languages and cultures. Just south of Brussels, a very real language division exists. In Flanders, or northern Belgium, the official language is Flemish, a form of Dutch. In Walloon, Belgium's south, French is the official language. In and around Brussels, both languages are officially used and recognized. Along the German border is a small area of German-speaking villages. A dialect called "Marolien" exists in a section of Brussels. It is a mixture of French, Flemish, and Spanish words left over from Belgium's days as a Spanish possession.

The rivalry between the two language groups may be hard for an outsider to understand. Flemish-speaking Belgians are in the majority (about 56 percent speak Flemish, 32 percent speak French, and 11 percent live in bilingual Brussels). The Flemish-speakers oppose the tradition of French as a language of government and administration. A law requires all communications, official publications, and road signs to be written in both French and Flemish. A traveler may expect some confusion when reading town names on road maps. He may be given directions in French but find his map uses only Flemish names.

It is better to speak English than French in the northern, Flemish-speaking provinces. Chances are that even if the proud Fleming does speak French, he will not admit it.

Religion

Nearly all Belgians (95 percent) are Roman Catholics. For the size of the country, there are probably more churches, monasteries, abbeys, and convents than in any other country. For centuries Belgian artists have devoted their skill to creating beautiful churches.

Despite the intolerance on the question of language, the Belgians are very tolerant about religion. The government funds church-run schools and also pays part of the salaries for clergymen of all denominations.

Economy

Belgium lies at the hub of a major West European crossroads. With a dense concentration of population and industry, Belgium has been an active participant in international trade.

Belgium is the tenth largest trading country in the world and one of the top ten customers of the United States. Belgium must import most raw materials, some fuels, machinery, transportation equipment and one-fourth of its food supply. In exchange, it exports goods produced by its highly skilled labor force in its metal fabrication, coal, textile, chemical, and iron and steel industries.

The cornerstone of the country's industry is the iron and steel and metal fabrication industries, which account for 40 percent of Belgian exports.

Agriculture employs only about 6 percent of the active labor force in livestock and poultry raising and the cultivation of sugar beets, potatoes, wheat, and barley.

Belgium participates in the Common Market, the Belgian-Luxembourg Economic Union (BLEU), and the Benelux Customs Union.

Money matters

The unit of currency is the Belgian Franc (BF). 40 BF equals approximately $1.00.

"Service compris" means than an additional 15 percent service charge has been included in the bill in hotels and restaurants. Hat-check girls, washroom attendants, and taxi drivers expect a tip (about BF 10). Others to be tipped are barbers, hairdressers, ushers, and service station attendants.

Education

The "official" school system is organized by the local governments. Private schools are largely run by the Catholic Church. About 43 percent of Belgian students attend state schools; the other 57 percent attend private schools.

Education is compulsory from ages 6 to 14, but many children begin nursery schools when they are three years old and stay in school until they are 15 or 16. The number of university students has grown by 50 percent in the last decade. Both primary and secondary schools are free to everyone and university tuition is reasonably low.

Transportation and Communication

Major highways and many secondary roads provide an excellent network of transportation. The railway network is one of the densest in the world; trains are frequent and excellent throughout the country. The terrain is conducive to bicycling, which many people use as the means of transportation for short distances.

Streetcars and buses provide good local transportation. Belgians have an extremely high accident rate and impose heavy penalties on traffic infringements. Anyone driving there should know the highway code and international symbols well. Driving is on the right. At intersections, cars on the right have priority no matter what size the road. Streetcars always have the right of way.

Most international airlines serve the Bruxelles National Airport near Brussels.

Telephone and telegraph services are efficient. Unless there is already a private phone in a house or apartment, installation can take several months.

Housing

The cost of living in Belgium is extremely high. High-priced apartments are available, but houses are difficult to find. Unfurnished apartments have no stove, no light fixtures, no refrigerator. Modern electrical appliances are available in Belgium but are much more expensive than in the United States.

Health and Medicine

Since Belgium is at the approximate latitude of Newfoundland or Labrador, winter days are short and generally overcast. As a result, respiratory ailments, colds, and arthritis from the dampness are the main health problems.

Belgium has an advanced medical service. Corporation employees and individuals can join a health insurance program which pays for practically all health expenses. There are many English-speaking doctors and dentists. Pharmaceuticals are of top quality.

At least one pharmacy will be open in each neighborhood at all times. The address of the pharmacy is posted at the door of all pharmacies in the area and is published in the newspapers.

Belgian public health standards are on a par with those in the United States. Brussels has a modern sewage disposal system and water purification facilities. Water from the tap is safe to drink, although most people drink bottled water or other bottled beverages.

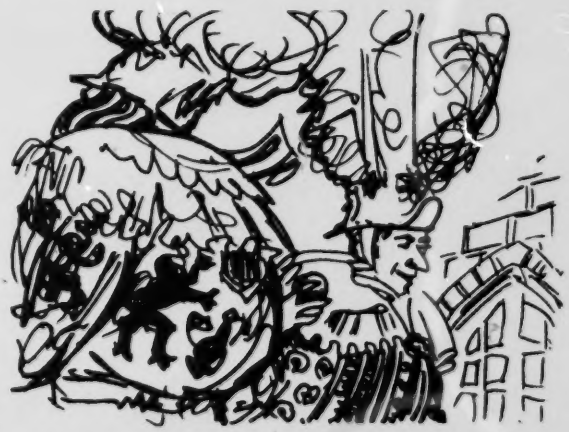
Recreation

The Belgians love colorful fairs and festivals, and every town has at least one a year.

As is true throughout Europe, soccer is enjoyed by all. The flat plains of Belgium are ideal for professional bicycle racing.

At the seacoast resorts, vactioners enjoy sailing, sea fishing, and swimming. Freshwater fishing is controlled by Belgian law. Some streams are free; others require permits.

Hostelling and camping are very popular, especially with younger Belgians. There are more than 250 camping grounds throughout the country. Some individual landowners allow campers for short stays.



The arts

Some of the great attractions of Belgium are the remnants of medieval and Renaissance days. Nearly every Belgian town has an art treasure in a church or chapel. Museums have outstanding collections of such Flemish painters as the Van Eycks and Breughels as well as works by lesser-known artists.

Brussels is a center for music and theater. The Queen Elizabeth of Belgium International Music Contest attracts young artists from all over the world. Permanent theatrical companies perform in both French and Flemish. Puppet shows, traveling musicals, and variety shows tour during the summer season.

Food

Restaurants abound in Belgium. The most expensive are those specializing in international cooking, usually with a French accent. The emphasis in Belgium is on great quantities of food at every meal.

More typically Belgian dishes can be found in the numerous *brasseries*, *rotisseries*, *estaminets* and cafes. *Bifteck et frites*, steak with the Belgian version of American French fries, are sold from street-corner stalls everywhere. *Moules et frites*, mussels and French fries, are also sold in cones of paper at the street stands. Other Belgian specialites include a Flemish beef stew made with beer, and a traditional chicken stew flavored with herbs. Well-seasoned, chopped raw steak is a favorate evening meal, as are many varieties of poultry and game and some dishes made with fresh fish or seafood.

Holidays

Many Belgian fairs and festivals are religious celebrations. In the Walloon provinces there are many holidays, pageants, and processions that commemorate old celebrations, legends, and folklore.

Carnival season, before Lent, features costumed balls, parades, and the crowning of Carnival royalty.

On all official holidays, businesses and schools usually close. Household help get half-day holidays.

Principal holidays are: New Year's Day, Easter Monday, Labor Day (May 1), Ascension Day, Whit Monday, Independence Day (July 21), Assumption Day, All Saint's Day, Armistice Day (November 11), King's Birthday (November 15), St. Nicholas Day (December 6), Christmas, and Boxing Day (December 26).

Luxembourg

The Land

The Grand Duchy of Luxembourg is bordered on the south by France, on the east by the Federal Republic of Germany, and on the west and north by Belgium. With about 1000 square miles (2,586 sq. km.), Luxembourg is slightly smaller than Rhode Island.

The lowlands rise gradually from the iron-mining basin in the southwest to the rugged Ardennes Plateau in the north. Its rocky valleys are filled with the ruins of ancient castles, a major attraction for tourists. Several rivers drain eastward into the Moselle River on the eastern border.

Luxembourg has a climate much like that of the U.S. Pacific Northwest--cool, temperate, and rainy. The mean temperatures in Luxembourg City range from 37° F (3° C) in January to 67° F (19° C) in July.

History

Luxembourg shares common origins with the other French-speaking nations which were part of ancient Gaul. Under Charlemagne, the area was part of the Frankish empire. It emerged as a feudal domain in 963 A.D. In 1308 the Count of Luxembourg became Holy Roman Emperor Henry VII. Thus, for several generations the House of Luxembourg ruled an area 500 times the size of today's Grand Duchy.

After 1443 Luxembourg fell under foreign domination and was ruled at various times by Burgundy, Spain, Austria, France, and the Netherlands.

In 1815 the Congress of Vienna made Luxembourg a grand duchy and a member of the German Confederation. Although Luxembourg was granted autonomy, Dutch kings continued to rule. In 1867 the Treaty of London declared Luxembourg an independent neutral state.

Since 1868, the country has changed from a feudal province to an autonomous modern nation. After being overrun by Germany in both world wars, Luxembourg formally abandoned neutrality in 1949 by becoming a charter member of NATO.

Grand Duke Jean became the country's ruler in 1964. The conservative Christian Social Party that had ruled for 55 years was defeated in general elections in 1974, at which time Gaston Thorn was appointed premier.

Government

Luxembourg has a firmly based tradition of social and political stability. She has a parliamentary form of government with a constitutional monarchy. The Grand Duke is the chief of state. Executive power is exercised by the Grand Duke and a cabinet which consists of a prime minister and at least three other ministers.

Legislative power is vested in the Chamber of Deputies, elected directly by universal adult suffrage for a term of five years, and the Council of State, largely composed of elder statesmen appointed by the Grand Duke. The three major political parties tend to agree on basic constitutional and political principles.

The people

In Luxembourg, 350,000 people follow a unique way of life which incorporates elements from all of Europe. The nearly 60,000 foreigners in the country include many workers in the mining and steel industries and employees of foreign firms and international organizations.

Some Luxembourgers paint the national motto on the front of their house: "*Mir woelle bleiwe wat mir sin.*" "We want to remain what we are." And for centuries these people have kept their individuality despite the many invasions and occupations that have characterized their history.

As an English historian put it: "Surrounded by France, Germany, and Belgium, this little country is neither French, Belgian or German, nor a mixture of the three, but has an entirely distinctive physical, social and ethnical character of its own."

Basically, Luxembourgers are a simple farming and industrial people. But the

country's location on both the north-south and east-west trade routes has contributed to a cosmopolitan character as well.

Language

Luxembourg is also a bilingual country. Luxembourgish, or Letzeburgesh, is learned from the cradle. This dialect stems from an old Moselle-Franconian language to which French words and idioms have been added. Children learn French and German in their early years.

French is the official language of cultural exchange, but most Luxembourgers speak German and Letzeburgesh as well. French is generally used in the drafting of legislation, while German is the language of the lower courts and most of the daily newspapers.

Religion

About 97 percent of the population are Roman Catholics, and Catholic traditions are carefully observed. One hears the sound of church bells in cities and on country lanes. Roadside shrines are found everywhere, usually decorated with flowers.

Freedom of worship is traditional, and, in addition to Catholic priests, both Jewish rabbis and Protestant ministers are paid by the state.

Schools, hospitals, and other public institutions are usually run by the churches, and supported by state subsidies.

Economy

Luxembourg is highly industrialized and its standard of living is well above the West European average.

Luxembourg is the world's twelfth largest producer of steel, which accounts for about 50 percent of her industrial production. Almost half of the iron ore consumed is mined domestically.

In an effort to broaden the country's industrial base, new industries have been encouraged. The most significant of these are rubber, chemicals, and fertilizers.

Agriculture accounts for about 10 percent of the labor force, mostly in livestock raising and small mixed farming. The vineyards of the Moselle Valley provide wines which are exported throughout the world.

Twenty United States firms have manufacturing facilities in Luxembourg.

Money matters

Belgian and Luxembourg money, although printed differently, have the same value. Belgian money may be used in Luxembourg, but it may be difficult to use Luxembourg money in parts of Belgium.

Education

Education is compulsory from ages 6 to 15. Primary and secondary education is run by state and local governments and by religious institutions.

The international University of Comparative Sciences in Luxembourg City offers some postgraduate degrees. There are two agricultural institutes, a viticulture institute, and a teachers' college. Most young Luxembourgers go abroad for university training.

Transportation and Communication

Within the country there is a convenient railway network. The railway also runs buses to more remote cities. Even third-class roads are in excellent condition. Many footpaths honeycomb the country.

Findel Airport outside Luxembourg City has become a major European air terminal served by the lines of many countries. Air service reaches Luxembourg from New York, Belgium, France, Germany, and Holland. A tour boat travels the Moselle River.

The grand duchy's seven newspapers express diverse political points of view. The government operates all postal and telegraph services and has some control of Radio Luxembourg.

Housing

Housing standards are generally above the European average. Homes vary from thatch-roofed farm cottages to rather regal residences. Housewives pride themselves on the order of their homes and on their cooking.

Cafes function as club, office, and home-away-from-home, where business and political affairs are discussed.

Health and Medicine

Luxembourg's public health standards are high and costs for patients low, thanks to government support. All workers are covered by a comprehensive system of social security and illness and disability benefits.

Recreation

Luxembourg has many mountain streams, and fishing is an extremely popular sport. Golf, horseback riding, and canoeing have their enthusiasts. Many well-marked footpaths appeal to hikers, and the grand duchy provides some of the best camping facilities in Europe. Wild boar and other game make the heavily forested north a popular hunting region.

The arts

The arts are greatly appreciated in Luxembourg. Theater groups, book clubs, lecture series, and concert and opera circuits offer cultural activities. There is an extensive market for works of painting and sculpture.

Every village and section of town has a band, an orchestra, and a choral group. "One Luxembourger, a rose garden; two Luxembourgers, a *kaffe-klatsch*; three Luxembourgers, a band," is the saying.

There are few typically Luxembourg products (other than steel girders). Leather goods are well made and some craftsmen create beautiful items in wood and wrought iron.

Food

Luxembourg cooking combines German heartiness with Franco-Belgian finesse: Popular dishes are smoked pork with broad beans or sauerkraut, jellied suckling pig, and a variety of dishes made with fish.

Pastry shops are numerous and pastries always accompany social conversation.

Luxembourg's white Moselle Wine is well known, and brewing beer is a traditional industry.

Holidays

Luxembourgers celebrate the traditional Catholic holidays observed in other European countries. The famous Whitsuntide procession at Echternach draws thousands of pilgrims from neighboring countries.

Switzerland

The Land

Switzerland is one of Europe's smallest countries. It covers 15,941 square miles--about twice the size of the state of New Jersey. Nearly 30 percent of the Swiss people speak French. Because their country is bounded mostly by natural frontiers, the Swiss have no direct access to the sea. It is surrounded by the Federal Republic of Germany to the north, Austria and Liechtenstein to the east, France to the west, and Italy to the south. Switzerland controls some of the major routes of communication between those countries, particularly the passes and tunnels through the Alps.

The Alps cover three-fifths of Switzerland's area and are the most outstanding geographic feature. Forests, rivers, and beautiful lakes and valleys create a varied landscape. The vegetation is abundant and of many varieties, ranging from Mediterranean to Arctic species.

Considering its small size, Switzerland has a great variety of climatic conditions. The temperate climate of the southern district supports palm trees bordering the lakes. The Alpine regions have much lower temperatures and dry, clear weather throughout the year. Switzerland's long winters, from November to April, make it a world-renowned winter vacation spot. Summers are mild. Spring is the rainiest season. Because of the mountainous shape of the country, pressures and weather change rapidly.

History

Before the Christian era, the greater part of the territory now known as Switzerland was inhabited by a Celtic people called "Helvetii," giving the country its name of Helvetia. In 58 B.C. the Helvetii came under Roman rule. When the Roman Empire was invaded by the barbarians in about A.D. 400, the western part of Helvetia was occupied by the Burgundians and the eastern part by the Alemans. The Alemans brought with them a Germanic dialect which was to evolve into the language now spoken by more than two-thirds of the population. The Burgundians, however, adopted the language of the country, which was Latin, and in time evolved into French.

Switzerland was born when the people of the three mountain *cantons* (states) of Uri, Schwyz (from which the country takes its name), and Unterwalden signed the Perpetual Covenant of 1291. This was a solemn pledge of mutual support and defense against the encroachments of the House of Hapsburg on the rights which the emperor of the Holy Roman Empire had earlier granted to some of them as guardians of the passes of the Alps.

The three original cantons were joined by others and the Swiss resisted the repeated assaults of the Austrians. Though initially successful in conquests in Italy, defeat at Marignano inflicted damaging losses and led to a reversal of Swiss attitude in international affairs. It was the beginning of the Swiss policy of continued neutrality. The Treaty of Westphalia, which ended the Thirty Years War in 1649, recognized Swiss independence.

Decades of religious and political dissension ended in the early 18th century. The following period of peace contributed to advancements in every phase of Swiss life. Great strides were made in commerce, industry, agriculture, the arts and sciences.

In 1798 Switzerland was invaded by the armies of the French Revolution and became a battlefield for the European powers. Napoleon restored the confederation in 1803. By the final act of the Congress of Vienna in 1815, the Swiss Confederation was recognized and the country's independence and neutrality guaranteed. That year the country adopted its present borders.

The constitution of 1848, revised in 1874, assured sovereign rights for the people, separation of powers, and individual liberties in the new Federal State of Switzerland.

Although she remained neutral during both world wars, Switzerland was faced with great difficulties. The country depended on both sides for food supplies and raw materials, necessitating special agreements with both the Allies and Germany. She had to put her army on wartime footing; and at the same time she became the clearinghouse for refugees, wounded, and prisoners of all the warring nations, while international diplomats and some of the exiled rulers made their headquarters in Switzerland.

Switzerland is not represented in the United Nations but collaborates with a number of UN commissions, many with headquarters in Geneva.

Government

The Swiss political system is a combination of direct and representative democracy. Political institutions all exclude leadership by one man; authority is always vested in a body of men.

Switzerland is a confederation of twenty-two states known as *cantons* which have their own governments and capital cities.

The bicameral structure of the legislative branch of the government is inspired by that of the United States. However, the executive power is entrusted not to the president but to a seven-man body known as the Federal Council.

The people

It is hard to define a "national character" of a country with four official language groups. The Swiss thrive on individual, community, and regional differences, but concerning the honor, prestige, or reputation of their country, they are united solemnly. They demonstrate that there can be unity in diversity.

Every Swiss shares the passionate love of independence of a people who won their freedom after many centuries of foreign oppression, bloody contention, civil and religious conflict. When Switzerland was founded some 700 years ago, each family and each community had to struggle to survive. This passed on to later generations a tendency toward stubborn tenacity and standing alone.

The Swiss are a sober, honest, thrifty people with a spirit of self-reliance, and (like the Germans and Austrians) a certain aloofness and formality. They have been accused of being too complacent, conservative, and traditional, of discouraging intellectual adventure and creativity. Yet Switzerland has brought forth some of the most revolutionary minds and most fervent religious reformers in the world.

The Swiss oppose pretension and display and believe that industry, diligence, and thrift are qualities to which mankind should aspire. "Capable, sensible, and not too sentimental" also describes the Swiss character.

A general love of quality is evident on all levels from the humblest hut to the most deluxe hotel. The Swiss have a deep contempt for the shoddy. Poor workmanship is considered a disgrace. This national trait is reflected in the high standards of Swiss craftsmanship.

Although the Swiss are aware of problems within their own country and can be quite critical of these conditions, a recent international opinion survey revealed that nearly 80 percent of the Swiss questioned were content with their lives and with their country. A certain kind of "communal conscience" unites the Swiss in their appreciation of the beauty of nature and their refusal to tolerate any kind of eyesores (junkyards, slums, etc.). They appreciate and cherish the beauty of their land.

Language

German, French, Italian, and Romanche (a language derived from spoken Latin) are the four official national languages, and four different overlapping cultural influences characterize the country. A Swiss who speaks only one of the four languages is quite rare. Most cantons, however, form a linguistic unit and recognize only one official language.

About 69 percent of the people speak German as their native tongue. Although written German is the same in all areas, several Swiss German dialects are spoken. Almost every valley has its own dialect. German-speaking Swiss speak their Swiss-German dialect not only in everyday conversation but also in many cantonal parliaments, on public occasions, and sometimes even in church.

1.5 million of the 6.5 million Swiss speak French as their native language. They live in the western part of the country. Of the remainder, most of whom live in the south, 10 percent speak Italian, and 1 percent speak Romanche.

In spite of these differences in language, origin, and religion, the Swiss have many characteristics in common. Since every Swiss belongs to a minority, a tolerance toward different lifestyles and recognition of the right of the individual to live as he chooses is inherent in his nature.

Religion

Presently, the Roman Catholic Church has become the major religion, due to the large number of "guest laborers," most of them either Italians or Spaniards. Due to the current economic recession, this religious balance could change as some of these people return to their homelands.

Economy

Switzerland has no seaports, and its only navigable access to the sea is via the Rhine River to Rotterdam. It has no nature resources except water power.

Only 8 percent of the working population of Switzerland is employed in agriculture. The country produces only about one-third of its food supply.

Because of its limited home market, Switzerland cannot compete in mass production. Her competetive power is based on precision work as well as great flexibility which develops products exactly adapted to the special needs of her clients.

Side by side with the tourist trade, industry and crafts represent the greatest portion of the national income and give employment to more than a million people. The engineering industry, which produces not bulk goods but highly specialized machine tools and equipment, textile machinery, and turbines is of particular importance. Approximately every third diesel-powered, ocean-going ship is equipped with an engine designed in Switzerland. The chemical and pharmaceutical industries maintain numerous affiliated companies abroad. Swiss clocks and watches are renowned. Throughout the world the term "Made in Switzerland" is recognized as a guarantee of quality and precision.

The Swiss franc is one of the most stable currencies in the world.

Education

Public and professional schools and universities are run by the cantons, except the federal institutes of technology. Most Swiss children go to public schools. Primary public schools are compulsory and without fee, but small fees may be charged at high schools and professional schools. Each Swiss learns a second national language in primary school and normally a third language in high school.

Switzerland has seven cantonal universities, a school of economics and social science, and two federal technical colleges. There are also a number of specialized technical colleges. On the average, there is one foreigner for every three Swiss in the country's universities.

Transportation

The Swiss railway network is fully electrified and carries the densest traffic in Europe. Most of the network, which covers more than 3,500 miles, is owned and run by the state-operated Swiss Federal Railways. Visitors can obtain holiday tickets at a reduced rate covering all their transportation needs during their stay.

Some four hundred cog railways, funicular railways, and aerial cableways, and over 1200 ski lifts provide rapid and comfortable access to the mountain heights.

An extensive system of roads is being adapted to the steadily growing needs of European traffic by the creation of adequate freeways. In the cities, there is public transportation by buses, street cars, and trolley buses. An Alpine postal bus service takes travelers through the principal mountain roads and passes.

In the summer, more than 100 ships sail on many of the Swiss lakes and certain stretches of the Rhine River. Evening trips with music and dancing are particularly popular. The city of Basel has one of the greatest inland river ports in Europe.

Direct air services operated by Swissair and fifty-two foreign companies links up seventy-nine cities on all five continents with the Swiss airports of Zurich, Geneva and Basel. There are also forty-three airfields for tourist air traffic in Switzerland; most of them organize flights over the Alps.

Recreation

One of every three Swiss is a skier. There are more than one hundred ski schools with about three thousand instructors. More than 1500 mountain railways and ski lifts give rapid access to ski slopes. Cross-country skiing is also popular.

Mountain climbing is the traditional summer sport in Switzerland. For serious climbers,

the forty-seven peaks over 13,000 feet present a challenge. Less experienced mountain walkers take their choice from a variety of marked paths.

Skating, curling, and ice hockey are enjoyed on ice rinks, some of which remain open through the summer. Sailing is popular on many Swiss lakes from early spring through November. Swimming and canoeing are popular water sports. Soccer, gymnastics, cycling, tennis, and target shooting meet with much public interest.

The arts

Art in Switzerland reflects the national traditions. It was not produced for royal courts but as part of the everyday life of the people. It has been enriched by French, Italian, and German cultural influences.

Cathedrals, churches, castles, and monasteries of the Romanesque, Gothic, Renaissance and Baroque periods are architectural jewels. Swiss works of art are found in places of worship, city halls, and town houses. Many treasures of folklore and popular art are accessible to everyone in local museums and libraries.

Many towns have symphony orchestras and municipal theaters. In the summer musicians and music lovers come from all over the world to the music festivals, like the International Music Festival in Lucerne.

The Swiss are a literary people. In relation to their populations, Zurich, Bern, Lausanne, and Geneve have more bookstores than any other big cities in the world.

Food

Willingness to assimilate has produced Switzerland's international cuisine, but native Swiss cooking also appears in fine restaurants alonside a French *coq au vin*, an Austrian *schnitzel*, and an Italian *cannellone*. Switzerland is mountainous and limited in natural foodstuffs, but the Swiss use what they have to best advantage. Their cattle provide the milk from which the famous Swiss cheeses are made, as well as cured meats and sausages.

The thrifty Swiss, mountaineers and city dwellers alike, are used to plain, hearty food: heavy and filling soups, cheese dishes, vegetables, sausages, and a wide variety of breads, cakes, fruit tarts and desserts, for the most part bakery-made. Tourism, an important part of Switzerland's economy, has encouraged the development of a refined and international cuisine in fine restaurants throughout the country.

Holidays

Principal holidays are New Year's Day, Easter, Mother's Day, Swiss Independence Day (August 1), Federal Day of Atonement and Prayer (similar to Thanksgiving: third Sunday in September), and Christmas. Various religious holidays occur around Easter and Christmas at which time businesses are closed.

Many local and national events serve as reminders of the past. They range from century-old ceremonies commemorating national victories to popular pageants and processions. For example, each wine-growing area has its vintage festival in autumn. A picturesque carnival is held in Basel; Zurich hails the arrival of spring with a colorful pageant. At Neuchatel, an ancient tradition of cross bow marksmanship is maintained, thanks to the "Noble Company of Musketeers." And during a religious celebration in a high valley of the Valais, "God's Grenadiers" parade in traditional uniforms and shoot a round of muskets. In early summer, yodeling cowherds in traditional costumes move their flocks to higher summer pastures.

The national holiday is celebrated on the first of August by the ringing of bells and the lighting of bonfires on the highest summits at dusk, by processions of children and adults bearing brightly colored paper lanterns, and by commemorative speeches and songs.

Intercultural communicating

As you anticipate an experience with a French-speaking culture, you no doubt expect certain communication problems. One mistake most of us make is to assume that our problems in communication stem only from language differences, and that the problem can be resolved simply by appropriate language training.

However, verbal communication is only a portion of the total communicative process. Nonverbal cues, which are often too subtle to even be conscious, may communicate far more than words. Communication involves ideas, images, and symbolic meaning. Communication problems arise when the life experiences and cultures of the communicators are not the same. In these French-speaking lands individuals are judged by such factors as personal and professional backgrounds, mannerisms, emotional reactions, environment, and prior conduct.

In every culture certain feelings or assumptions influence how the members of that culture act and determine what value they place on certain things and ideas. Descriptions of these feelings and assumptions are here called <u>themes</u>.

Themes are a way of discussing a culture by using examples of behavior and attitudes. For instance, Americans seem to believe that it is admirable to do well in business and to become wealthy. This theme is illustrated by the fact that Americans generally put forth much effort to improve their social and economic status and they treat the wealthy and successful with great respect. On the other hand, the French culture believes that the most admirable trait is intelligence, and they respect those who are well educated and skilled in reasoning and rhetoric.

Knowing the characteristic assumptions of a culture makes it possible to predict how the members of the culture will act in situations that involve the theme. For instance, Americans are always in a hurry to arrive at their destination, but the French enjoy the "going" as much as the "getting there." Therefore, they will not consider a trip wasted, although they did not arrive at "such and such a place" by "such and such a time," if they enjoyed the scenery along the way.

A special exercise is used to illustrate the themes. First, a life-like situation is presented in which a person like you is in a position that could prove frustrating or embarrassing. Inherent in each situation is an underlying way of thinking or doing (a theme) that is part of the French-speaking culture. As you read each incident, identify the theme. Try to imagine the other circumstances in which it might occur.

Next, the theme will be discussed as it relates to cultural concerns. Finally, another situation and a variety of possible reactions will be described. Using what you have learned from your study, you are to choose one reaction. The various alternatives are then discussed.

Several significant general cultural themes common to French-speaking Europeans have been chosen. As you understand and apply these principles of communication, you will adjust to other situations more easily.

The themes to be discussed are:

I. "All in the Family": Privacy and the Individual

II. "It's Really Nothing": Savoir-vivre (Courtesy)

III. "No Help Given Here": Independence and Intellectualism

Theme 1

All in the family

Since Mr. Williams was assigned indefinitely to the Paris branch, he wanted to establish some social relationships with his fellow employees. He had been in France only a few days when he was asked to attend a meeting in his boss's office. While he was waiting in the outer office, a Mr. Baudin entered and sat beside him.

Williams politely introduced himself and they shook hands. After exchanging some pleasantries about the weather, Williams told Mr. Baudin how thrilled he and his family were to be in Paris. He casually asked how many children Mr. Baudin had. Baudin replied that he had two sons. But Williams noted that when he asked further about Baudin's family the Frenchman seemed offended, and the conversation abruptly ended.

Williams wondered what he had done wrong. "Maybe he just doesn't like Americans," he thought. "I wish these Frenchmen would give me a chance to show them what a friendly guy I really am."

Privacy and the individual

Americans are readily recognized by people of other cultures as the ones with the "glad hand-shake." They are usually outgoing and often attempt to establish informal relationships quickly.

Williams was confused when his standard get-acquainted questions offended his French associate. To French-speaking Europeans, one's personal life, especially matters of family life, are very private matters. Questions common to American "small talk" are considered out of place in French-speaking Europe. One never asks, "How old are you?" "What does your father do?" or "How many brothers and sisters do you have?" The people will volunteer such information if they want you to know it.

Fences around houses, curtains in the window, and locked doors reflect the basic desire for privacy. Neighbors can live next door to each other for years without becoming close friends. They are hesitant about interfering in the private affairs of another person.

Many French-speaking people of Europe seem to believe they should claim the right to be different from everyone else. They seldom join clubs or community groups and may be suspicious of even their next-door neighbors. As a practice, they don't "follow the crowd," and they usually avoid situations which might result in public rejection or embarrassment.

Public criticism of children is a common punishment for wrong-doing. As a result, children are generally well behaved and seldom fight in public. They are taught at an early age to work alone and think independently. Difference of opinion are common when groups must work together.

Time to test yourself

You have just arrived in Brussels and would very much like to see a family you met in the United States. You have their address. What do you do?

1. Surprise them by stopping by their home.

2. Call and say you are in the neighborhood and will drop by in a few minutes.

3. Call them or send them a card to let them know you are in town. Wait for them to invite you over for a visit.

NOTE REASONS FOR RESPONSE SELECTED. SEE BELOW FOR ANSWERS.

1. This would be considered an encroachment on their privacy.

2. If they understand Americans and if you are very good friends, they may welcome you with open arms. However, some French-speaking families may not even invite you in if you drop in unexpectedly.

3. This is the best course of action. They will probably respond by phoning you or sending you an invitation.

Theme 2
It's really nothing

Since her arrival in Lyon, Phyllis had looked forward to eating some "real" French cooking. She had visited a couple of restaurants with friends and was delighted by the new delicacies she'd enjoyed.

When Bernadette, a fellow student, invited her home for dinner, Phyllis was thrilled. A home-cooked French meal sounded wonderful.

Mrs. Piron met them at the door. Phyllis was impressed at how youthful she looked in her stylish pantsuit. "What a lovely ensemble," Phyllis commented admiringly.

"This? It's just an older part of my wardrobe," Mrs. Piron said, and quickly changed the subject to a discussion of Phyllis's observations about France. Phyllis, on the other hand, was sincerely impressed with the modest but attractive home and with the gracious hospitality of Bernadette and her widowed mother. But each time she ventured a compliment, it was met with a depreciating comment by Bernadette or her mother. Phyllis was sincere in her praise of the delicious food, but instead of simply saying "Thank you," Mrs. Piron said something about how it really was "nothing," and "really simple to prepare."

"Why couldn't they just accept my compliments?" Phyllis wondered as she rode home on the bus. "Maybe I offended them by complementing them so much."

Savoir-vivre

Bernadette and her mother were likely not offended by Phyllis's comments. But their extreme modesty in receiving compliments reflects the humility of the French-speaking people of Europe in regard to their personal possessions and other attributes in which Americans usually take great pride.

French-speaking Europeans normally look down upon those individuals who brag about their possessions. They assume that it is the *nouveauriche* or the *arrivistes* who try to show off their money; the truly wealthy don't need to.

Likewise, when complimented on a new dress or a good meal, women often will make some depreciating comment rather than simply answering "Thank you."

In French-speaking Europe, good manners are a necessity for everyone, no matter what his background. Children are taught how to behave and are expected to be mannerly. It is important that adults be dignified and polite at all times. American casualness may be interpreted as rudeness.

The average American may consider formality pompous and arrogant. French-speaking Europe has preserved much more formality in first meetings, public appearances, and other social relationships. The intimacy of calling a person by his first name is reserved for a close relationship. Informality in dress, common nearly anywhere and any time in the United States, is generally unacceptable in public places in France, Belgium, Luxembourg, and Switzerland.

Punctuality is an appreciated sign of courtesy. The French-speakers are on time for appointments and expect you to be. There is one exception, however: never arrive early to a dinner engagement at someone's home. If the hostess is not ready, it is extremely embarrassing for her. It is safest to arrive ten or twenty mintues late, unless the invitation stressed arriving at a particular time or unless you know the family will eat at a specific time.

Visitors to these French-speaking cultures should keep in mind, then, the emphasis on "refinement." *Savoir-vivre* is a social code of etiquette of the refined French-speaking European that stressed the importance of the outward appearance and manners of the individual.

Time to test yourself *

You are shopping for some souveniers. The shop is not crowded and two young men who enter the shop are noticeably not European. They soon begin to speak English together. It appears they're touring the country by bike and have stopped, as you have, to purchase some mementos.

They talk and laugh loudly as they casually browse through the shop. Occasionally they pick up pieces of china or other items and make humorous remarks about them. When they make their selection, you notice the clerk seems to be deliberately taking his time to wait on them. They complain about this to each other, speaking English all the time.

When you step up with the glassware you've selected, the clerk helps you first before turning to the young men. By now the pair are quite impatient and they voice their displeasure with a few words of broken French. The clerk makes no apology but quickly and coolly finishes the transaction. You hear the boys comment about the rude treatment they received as they step into the streat.

What really happened?

1. The clerk was typical of French-speaking Europeans, who treat foreigners coolly.

2. The clerk was trained to serve older clients first.

3. The young men offended the clerk by handling the merchandise.

4. The clerk was offended because the young men spoke in English.

* Story adapted from Culture for Missionaries: France, Belgium, Switzerland. Language Training Mission. Provo, Utah: Brigham Young University Printing Services, 1977, pp. 133-34.

NOTE REASONS FOR RESPONSE SELECTED. SEE BELOW FOR ANSWERS.

1. Not true. French-speaking Europeans generally are courteous and friendly to those who show them courtesy and respect their customs.

2. Untrue.

3. This is part of the problem. In small stores, shoppers don't usually touch merchandise. When an item is selected, the shopper asks a clerk for help.

4. Another contributing factor: Courtesy is important in any language. Many people are offended when people speak to each other in public in a language that is not understood by everyone, especially if they can speak the native language to any degree. Some assume they can make critical or sarcastic remarks and not be understood by others. They forget the gestures and the tone of voice convey as much meaning as the words themselves.

Theme 3

No help given here

Glen had enjoyed his study tour in France. While staying in Paris he had ordered a camera from Hong Kong. When it arrived he knew he'd have to explain to the customs agent that he was leaving France in a couple of weeks. He'd been told by friends he could get his deposit back if he left the country in less than a year, since the camera would not be considered an "import" in that case.

Glen approached the customs agent and courteously explained the situation. "No, I'm sorry, there's no way we can help you," the official answered brusquely.

Glen reflected on how he might have responded to such an abrupt rejection when he had first arrived in Europe. "I'd probably have simply accepted his statement as fact and left it at that," he thought. He remembered others who had responded in kind and gruffly demanded that they receive their rights. They usually didn't get any further either.

Living with the French, he'd learned that they often responded in a manner that might appear blunt, abrupt, or indifferent. But Glen knew that there was a way he could get around the customs official's initial refusal to help.

He spoke tactfully about the information he'd received from friends. He explained his situation as merely a visitor in the country. Soon the customs official began checking lists of regulations and helped Glen complete the forms he needed to get his camera and assure a refund of his deposit when he left the country.

Independence and intellectualism

France has been the center of culture and philosophy for centuries, and the people of French-speaking Europe are all proud of their reputation as leaders in the arts, humanities, and philosophy.

France and other French-speaking countries enjoy most of the technological advantages as other modern nations, but a visitor may mistakenly assume some lower standard of living exists when he sees families "doing without" some of the niceties that Americans consider essential. Actually, the French and other French-speakers disdain the "gadgets" the Americans treasure and generally don't feel a telephone is that necessary. They'll settle for hot water in the bathroom but might not feel inconvenienced by cold water in the rest of the house. They might not be eager to furnish their older homes with new carpet and other modern additions.

French-speaking Europeans might also appear blunt or critical in their first responses. Their tendency is to respond brusquely, which may be interpreted by some as a sign of criticism, hostility, or other negative intentions. But one will find that diplomacy is the key in such French-speaking encounters. If you do not become frustrated, angry, or argumentative, but allow the French-speaker time to assess you as someone with patience and understanding, you'll soon find him on your side, ready to help in any way.

Time to test yourself

You are alone on the metro in Paris. You decide to stop and do a little sightseeing. You walk around for a while, but when you're ready to return to the subway, you find you can't retrace your steps to find the stop. You don't speak French, so the signs you see are relatively meaningless. You are already late for a meeting and are feeling a litte desperate for help.

You see a policeman directing traffic, and assuming it's part of his job to help you, you rush up and ask, "Do you speak English?"

He nods.

"Tell me where the metro is!" you demand.

He gives you an "I don't know" shrug.

You are ready to show how furious you are at his refusal to help. What do you do?

1. Maybe he doesn't know how upset you are. Let him know you're angry that he's purposely withholding help from you.

2. Find someone else to help. Maybe you can find a shopkeeper or another policeman who speaks English.

3. Cool off. Try again. This time be a little more courteous yourself.

NOTE REASONS FOR RESPONSE SELECTED. SEE BELOW FOR ANSWERS.

1. Anger and impatience probably will not make him any more helpful.

2. A possible alternative. But if time is of the essence, try #3.

3. One woman who actually had this experience found that when she apologized to the officer and courteously asked for help, he actually left his post at the intersection and personally walked her to the metro entrance.

When is a wave goodbye a wave goodbye?

As you prepare for your experience in French-speaking Europe, you may think you can get along with hand signals and other gestures until you learn to speak the new language. Unfortunately, there are few facial expressions that mean exactly the same thing throughout the world. In some countries there are similarities to gestures and expressions used by Americans. However, most likely you will find your natural communication cues being misunderstood or misinterpreted. Since French-speaking Europeans do stress the importance of manners, you are more likely to be accepted by the people of these cultures if you conform to some of their more important customs.

Greetings

French-speaking Europeans are a rather formal and reserved people, following some traditions established centuries ago. When they greet one another or when parting, they usually touch in some way. The men will shake hands with each other, as will the women if they are casual acquaintances. The firm, pumping American handshake is considered rough. A quick handshake with just slight pressure in the grip is more acceptable. Always wait for a superior or a woman to offer his or her hand first.

Among friends, men and women will often kiss two or three times in the air with their cheeks together. The number of times will depend on the region and the degree of friendship.

Gestures

Some of the gestures French speakers use are similar to gestures seen in the United States, but they vary in meaning. For example. The American "O.K." sign (making a circle with thumb and forefinger) indicates the number zero. To express the feeling that something is very good, use the thumbs up sign.

Snapping the fingers of both hands and slapping the open palm over a closed fist have vulgar meanings.

To count, begin with the thumb up to indicate "one" (always holding the palm toward you); the index finger and thumb for "two"; add the middle finger for "three," and so on. (The hardest is "four" and may take a little practice.)

Sit erect, and, if necessary, cross your legs with one knee over the other. It is impolite to address someone when your hands are in your pockets. Don't put your feet on chairs and tables.

Use a handkerchief or tissue when you sneeze, and be discreet if you must blow your nose. Do not yawn or scratch in public. Chewing gum in public should be avoided. French-speaking people appreciate these signs of propriety and culture.

Conversation

French-speaking Europeans love a good discussion. They often get very animated and energetic. When they talk excitedly, they may seem angry, but they are simply being emphatic about a point they wish to express.

Children often are punished through public shaming rather than spanking. When angry, children soon learn to release their vexations through sharp insults aimed at their opponents, but they will seldom hit each other.

Visiting

The guest should wait to be invited inside the home. It is appropriate for the host to ask the visitor to remove his outdoor garments and direct him to a seat.

It is a polite gesture to bring a hostess a gift of flowers. Chrysanthemums, however, are only for funerals.

If offered refreshments, the guest should not be embarrassed to ask for a fruit drink, mineral water, or other drink. Normally, one should rise from his seat to accept what is served. When ending the visit, the guest should wait for a polite silence to rise, go to the hostess, and thank her for the invitation.

It is best to avoid personal questions, politics, and money as conversation topics. At mealtime most French-speaking people value pleasant conversation as much as they appreciate fine food. Conversation is best guided toward the interests of the host whenever possible. Guests should always eat what is served.

Eating courtesies

When eating, hands should always be visible, but elbows should not rest on the table. Do not speak with food in the mouth.

The inverted fork should be used with all meats and fish. The knife should remain in the right hand. Fruit is peeled with a knife and eaten with a fork. Lettuce is folded into small pieces with the fork, but never cut. Lay the knife and fork across the plate when they are not being used. Bread should be broken with the fingers and is not used to wipe the plate.

Formal lunches and dinners may last more than two hours, and have as many as twelve courses, each course being served on a separate series of plates.

* Avoid speaking or laughing loudly in public. The general opinion Europeans have of Americans is that they are loud.

* Normally the people of France, Belgium, Luxembourg and Switzerland do not eat on the street unless they are in a hurry. For example, they will not carry a candy bar in their purse to "eat on the way," although a quick bite from a sandwich or ice cream vendor is acceptable on the street.

* Toothpicks, nail clippers, and combs should not be used in public.

* Be careful about using the slang you pick up--you may not fully understand its implications.

Cultural Notes

You are dressed in your "travel duds" and plan to buy a Christian Dior scarf. Sound exciting? It should be. However, if you are not familiar with the shopping procedures in France, Belgium, Luxembourg, and Switzerland, you may find yourself lost in a maze of specialized stores and never locate one that sells Christian Dior scarves. There are differences in many aspects of European life. A glance through this section will help you plan your time wisely to avoid harrassment by "the little things."

Shopping

In France, Belgium, Luxembourg, and Switzerland, there are still many specialty stores which deal with one specific product. Rather than go to the supermarket for all her shopping, the housewife may go to the *marche* for her vegetables, to the butcher's *(boucherie)* for meat, and to the baker's *(boulangerie)* for bread. The drugstore *(pharmacie)* sells only drugs and cosmetics. If you want books you go to the bookstore *(librairie)*, and if you want stationery or greeting cards, you go to the paper store *(papetier)*.

Several large department and supermarket chains are popular in these countries, but for the best selection and better service, the shopper will usually go to a specialized store.

The smaller clothing stores still prefer that customers do not enter just to look. If there is not a sign in the window that says *"Entree Libre,"* do not go in unless you intend to buy something.

French-speaking Europeans still enjoy the tradition of the street vendor. They may purchase crepes while walking through the park, or ice cream from a fiberglass cart during the peak of the summer heat. Other street enterprises include selling peanuts, candy, roasted chestnuts, sandwiches, and pastries *(patisseries)*. Because of the varied quality of ingredients used in these items, the visitor should use common sense in buying unpackaged food sold on the street.

Most of the large stores are open from 9:00 a.m. to 6:00 p.m. Monday through Saturday. The smaller specialty stores may open as early as 7:00 a.m. with a two- to four-hour break for lunch. They will then stay open as late as 8:00 p.m. six days a week (the day off varies from store to store). Banks are open five days a week, from about 9:30 a.m. to 4:00 p.m.

Modern department and grocery stores generally function like their American counter-

parts. However, in some instances, one must request the needed items from a salesperson, who writes up a sales slip. He gives the purchaser the sales slip and keeps the purchased items to wrap. The buyer should take this sales slip to the cashier *(caisse)*, pay for the purchase, and then return to the desk to receive his wrapped package. At a *marche*, rather than picking out the fruit or vegetables yourself, point out to the *vendeuse* what you want; she will get it and weigh it for you.

Public transportation

Because many French-speaking Europeans do not own automobiles, they depend on public transportation system. In Paris the most common modes of public transportaion are the metro and the bus system.

The metro in Paris is a very extensive system that usually can get you to within two to four blocks of where you want to go, with such stops as, "The Louvre," "Notre Dame," and "Place de la Concorde." Metro signs and maps are located above the stairs leading to the trains. They are identified by a large circle with the letter "M." Tickets may be purchased singly or in a book of ten *(carnet)*, or a month pass may be obtained. All these tickets are good for both the bus and the metro.

Bus stops are designated by a pole with a round orange and yellow sign indicating the number of the bus that stops there, or by a small glass shelter bearing the same type of sign. A bus comes by approximately every twenty minutes.

When you see the bus you want, flag it down, then enter in by way of the front door. If you already have your ticket (it may require two, depending on how far you wish to go), have it punched in a machine located at your left as you enter, then move toward the back. If you do not have your ticket, you may pay the bus driver. Always exit out the back door, pushing the button located on the walls or by the door of the bus to indicate you want to get off at the next stop.

A warning: on both the bus and the metro, be sure to keep your ticket with you until you leave the station or bus. Agents often check to make sure you have them, or you may need the ticket to exit from the metro station. This is also true on trains.

If you plan to go any great distance, it would be advisable to make reservations for a train ticket, as there are often more tickets sold than there are seats available.

Postal system

In the post office, envelopes and packages are taken to the line where letters are weighed and stamps are sold.

Instead of putting the return address in the upper left corner, put it on the back, with the front reserved for the receiver's address and stamp. The zip code is placed before the city, and the country is capitalized. A properly addressed envelope would look like this:

M. Jacques Bodin
76, rue d'Assas
75006 Paris, FRANCE

Eating out

The menus are generally placed in the window or on the door so you can determine exactly what you want and what you will pay for it.

When you enter a restaurant, the head waiter will meet you and escort you to a table where attendants will seat you and give you the menu and get your drinks; then the Maitre'd will return to take your order.

To call the waiter, hold the index finger up and try to catch his eye. One may softly say "Garcon," but never shout, whistle, or call.

At the end of the meal you ask for the bill, which usually includes the tip. *("Service-compris"* will be written at the bottom of the menu or they may add it to your bill at the end). If the tip is not included in the price, a tip of 10-15 percent should be left.

Evening entertainment

At movies, plays, concerts, ballets, or anyplace where there is an usher to seat you, wait at the door or in the aisle until he or she takes your ticket. After being seated, leave a tip of 30-50 centimes per person.

Breaking language barriers

If you cannot speak other people's languages, you may be terribly handicapped in communicating with them. Because language is such an important communication tool in any society, it is possibly the area of your greatest security. You will come into the whole new world of French-speaking Europe where you may not know the French language at all. You will be stripped of a primary means of interacting with others.

Your purpose and length of stay in Europe will determine the language proficiency you will need or desire. Language training is available through schools, self-study, and various language booklets written especially for travelers.

In case you find yourself with no other materials, this "survival" section can assist you in communicating in French. The following are simple words and phrases to master.

French

ENGLISH	*PRONUNCIATION*	*FRENCH SPELLING*
Good day	bōhn-zhoor	bonjour
Good evening	bōhn-swa	bonsoir
My name is...	zhuh mă-pel	Je m'appelle...
What is your name?	Koh-mah vooz ap-lay voo?	Comment vous appelez-vous?
I am happy to meet you	Male speaking: Uh-ruh duh fair vō-truh koh-neh-sahns	
	Female speaking: Uh-ruhz duh fair vō-truh koh-neh-sahns	
Please	seel voo play	S'il vous plaît
Thank you	mehr-see	merci
You're welcome	duh ree-en	de rien
	or	
	eel nya pah d'kwah	il n'y a pas de quoi
Excuse me	par-doh	pardon
	or	
	ek-skuzay mwah	excusez-moi
I'm sorry	zhuh luh ruhgrĕt	Je le regrette
That's too bad	say dō-mazh	c'est dommage
Good-bye	oh ruh vwar	au revoir
See you later	a bee-err tō	à bientôt
Yes	wee	oui
No	nō	non
Yesterday	ee-ehr	hier
Today	oh-zhoor-dwee	aujourd'hui
Tomorrow	duh-ma	demain
I don't understand	zhuh nuh kō-prah pah	je ne comprends pas
I understand	zhuh kō-prah	je comprends
Do you understand?	kō-pruh-nay voo	Comprenez-vous?
Mr.	muh-syuh	Monsieur
Mrs., Madam	mă-dăm	Madame
Miss	măd-mwah-zehl	Mademoiselle
Straight ahead	toō drwah	tout droit
to the right	à drawht	à droite
to the left	à gohsh	à gauche
Where is...?	oo eh...?	Ou est...?
the rest room	luh doobleh-vay say	le W.C.
a hotel	uh noh-tehl	un hôtel
a bank	ewn bahnk	une banque
a policeman	uh na-zhan duh pō-lees	un agent de police
a police station	uh post duh pō-lees	Un poste de police
I would like...	zhuh voo-dray	Je voudrais
to eat.	mahn-zhay	manger
a room.	ewn shambr	une chambre (one syllable)
the bill, please	la-dee-see-ōhn, seel voo play	L'addition, s.v.p.
How much does it cost?	kohm-byehn koo-teel?	Combien coûte-il?
I like it (very much)	zhem bō-koo să	J'aime beaucoup ça
Please stop	a-reh-tay, seel voo play	Arrêtez, s'il vous plait
	(Note: This is a fairly strong command)	

Flemish Dutch

ENGLISH	*PRONUNCIATION*	*FLEMISH DUTCH SPELLING*
Good morning	hoo-dun DAHK	Goeden dag
Good evening	hoo-dun-AA-vawnt	Goeden avond
How are you?	hoo HAAT ut met EW	Hoe gaat het met U?
My name is...	Main NAAM iss	Mijn naam is...
What is your name?	hoo HAYT ew	Hoe heet U?
Please	ahss-tew-BLEEFT	Alstublieft
Thank you (very much)	DAHNK ew	Dank U (zeer)
Excuse me	par-DAWN	Pardon
Goodbye	tawt SEENSS	Tot ziens
Yes	YAA	Ja
No	NAY	Neen
Please speak slowly	Spree-kt "U" ahss-tew BLEEFT lang-saam	Spreakt U alstublieft lang zaam
Do you understand?	ik vur-STAA ut NEET	Verstaat U het?
I do not understand	ik vur STAA ut NEET	Ik versta het niet
Sir	muh-NAYR	Mijnheer
Mrs.	muh-ROW	Mevrouw
Miss	yuf-ROW	Juffrouw
When?	hoo LAAT	hoe laat
Today	wahn-DAAK	vandaag
Tomorrow	MAWR-hum	morgen
How much does it cost?	HOO-vayl KAWST did?	Hoeveel kost dit?

Sign Language

ENGLISH	*FRENCH*
Restroom	W.C.
Men	Hommes
Women	Femmes
Entrance	Entrée
Exit	Sortie
Do not enter	Entrée Interdite
No smoking	Défense de Fumer
Bus Stop	Arrêt d'Autobus
Beauty salon	Coiffeuse
Barber shop	Coiffeur
Bank	Banque
Post office	Bureau de Postes
Train station	La Gare
Telephone	Le Téléphone
Taxi	Le Taxi
Movie theater	Le Cinéma
Danger	Danger! or Attention!

The beginning

You are now at the real beginning of your cultural experience in France, Belgium, Luxembourg or Switzerland. You will find that the old cliche, "Experience is the best teacher," will be true. You will undoubtedly learn much more from your own experiences, successes, and failures, than from this learning Aid. However, these suggestions can help you effectively communicate with people of other cultures. Review this Learning Aid as needed. Only as you experience situations similar to those described will you really begin to understand what you have learned.

The concepts presented in this booklet will not always apply in every situation or in every part of the country. This aid does provide some of the most basic facts about the behavior of the people in French-speaking Europe and some of the premises upon which their lives are based.

While in Europe, you will be tempted at times to wonder about the "strange foreigners" around you. At these times, it would be good to remind yourself that the people of France, Belgium, Luxembourg, and Switzerland are reflecting their cultures and that, in fact, you are the foreigner--the one who is different.

It is likely you are going to make mistakes. But don't let this worry you excessively. The Europeans will understand that you are new to their culture, and because of this, they will accept more mistakes from you than they would from someone locally. However, don't let this goodwill on their part make your efforts any less than wholehearted. As you try to speak their language, both linguistically and culturally, you will be surprised at the new dimensions of your experience.

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International Road Signs

▲ Warning signs ● Regulative signs ■ Informative signs

Colors may vary from country to country, but are usually red and black on a white background. Shaded areas indicate blue.

WARNING SIGNS

INFORMATIVE SIGNS

REGULATIVE SIGNS

TEMPERATURE
To Compute Fahrenheit: Multiply Centigrade by 1.8 and add 32.

To Compute Centigrade: Subtract 32 from Fahrenheit and divide by 1.8.

Clothing Sizes

CLOTHING SIZE CONVERSIONS: (Women)

DRESSES, SUITS AND COATS

American:	8	10	12	14	16	18
British:	30	32	34	36	38	40
Continental:	38	38	40	42	44	46

BLOUSES AND SWEATERS

American:	32	34	36	38	40	42	44
British:	34	36	38	40	42	44	46
Continental:	40	42	44	46	48	50	52

DRESSES AND COATS (Children's and Junior Misses)

American:	2	4	6	8	10	13	15
British & Continental:	1	2	5	7	9	10	12

STOCKINGS

American & British:	8	8½	9	9½	10	10½	11
Continental:	35	36	37	38	39	40	41

SHOES

American:	5	5½	6	6½	7	7½	8	8½	9
British:	3½	4	4½	5	5½	6	6½	7	7½
Continental:	35	35	36	37	38	38	38½	39	40

GLOVE sizes are the same as in the U.S.A.

CLOTHING SIZE CONVERSIONS: (Men)

SUITS, SWEATERS AND OVERCOATS

American & British:	34	36	38	40	42	44	46	48
Continental:	44	46	48	50	52	54	56	58

SHIRTS

American & British:	14	14½	15	15½	16	16½	17	17½
Continental:	36	37	38	39	40	41	42	43

SOCKS

American & British:	9½	10	10½	11	11½	12	12½
Continental:	39	40	41	42	43	44	45

SHOES

American:	7	7½	8	8½	9	9½	10	10½	11	11½
British:	6½	7	7½	8	8½	9	9½	10	10½	11
Continental:	39	40	41	42	43	43	44	44	45	45

MEN'S HATS

American:	6⅛	6¼	6⅜	7	7⅛	7¼	7⅜	7½	7⅝
British:	6½	6¾	6¾	6¾	7	7⅛	7¼	7¾	7½
Continental:	53	54	55	56	57	58	59	60	61

GLOVE sizes are the same as in the U.S.A.

(All size equivalents are approximate)

Weights & Measures

WEIGHTS Metric Equivalent

U.S.A.				U.S.A.
ounce	= 28.35 grams		1 gram	= .04 ounce
pound	= .45 kilogram		1 kilogram	= 2.20 pounds
ton	= .91 metric ton		1 metric ton	= 1.10 tons

LIQUID MEASURE Metric Equivalent

U.S.A.			U.S.A.
pint	= .47 liter	1 liter	= 2.11 pints
quart	= .95 liter	1 liter	= 1.06 quarts
gallon	= 3.79 liters	1 liter	= .26 gallons

(1 imperial gallon = 1.2 US gal or 4.5 liters.)

LENGTH Metric Equivalent

U.S.A.			U.S.A.
inch	= 2.54 centimeters	1 centimeter	= .39 inch
foot	= .30 meter	1 meter	= 3.28 feet
yard	= .91 meter	1 meter	= 1.09 yards
mile	= 1.61 kilometers	1 kilometer	= .62 mile

To convert from kilometers to miles, divide the number of kilometers by 8 and multiply the result by 5.

In other words:

1 Kilogram is about 2 Pounds

1 Meter is about 1 Yard

1 Liter is about 1 Quart

1 Kilometer is about 1/2 Mile

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- **SPAIN**

PEOPLE OF
- **THAILAND**
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- **PHILIPPINES**
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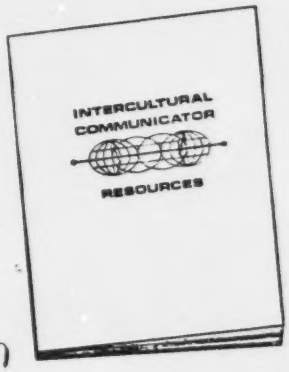

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